

MEETING MINUTES

Project Name: IPRS	Doc. Version No: 1.0	Status: Final
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Meeting Name: IPRS Core Team Meeting
Facilitator: Travis Nobles
Scribe: Amy Newman
Date: 12/19/2007
Time: 10:30 – 1100a.m.
Location: Wycliff – Conference Room 430

IPRS Core Team Attendees:

x Rick Kretschmer	Others:
Sarah Harris	Tim Sullivan
x Cheryl McQueen	Jamie Herubin
x Paul Carr	x Sandy Flores
Gary Imes	x Mike Frost
Joyce Sims	Myran Harris
x Cathy Bennett	x Chris Ferrell
x Thelma Hayter	x Travis Nobles
x Eric Johnson	x Amy Newman

Attendees:

Alamance-Caswell	x Mecklenburg
x Albemarle	X Onslow-Carteret
Catawba	x OPC
Centerpoint	x Pathways
x Crossroads	Piedmont
Cumberland	x Sandhills Center
x Durham	x SE Center
x Eastpointe	SE Regional
x ECBH	Smoky Mountain
x Five County MHA	x The Beacon Center
x Foothills	x Wake
x Guilford	x Western Highlands
x Johnston	

Attendees:

Item No. Topics

Area Programs, Division and EDS

1. Roll call
2. Please mute phones or refrain from excess activity to help with communications. Please state your name and which "area program" you are from when you speak. **Please do not place IPRS Core Team call on hold because of potential distraction to call discussion.**
3. Upcoming Check-writes (cut-off dates) – Jan. 3, 10, 17
4. Agenda items
 - **IPRS Staff Availability – Holiday and beyond**
 - Crisis Fund Denials
 - Single Stream Denials
 - Beta Test (NPI) requirements Review
 - 100 records/LME/submission; Format test; full cycle run, 835
 - **Update scheduled termination: TBD**
 - IPRS Questions or Concerns
 - MMIS Updates – Chris Ferrell
6. DMH and/or EDS concluding remarks
 - a. For **North Carolina Medicaid** claim questions / inquires please call EDS Provider Services at 1-800-688-6696 or 1-919-851-8888 and enter the appropriate option listed below or 0 for the operator.
 - i. Physician phone analyst (i.e. Independent Mental Health Providers)-1
 - ii. Hospital phone analyst (i.e. Enhanced Service Providers / LMEs) - 2
7. Roll Call Updates

Next Meeting

January 9, 2008

For assistance with IPRS claims, adjustments, R2Web, access applications, etc.

*Call the IPRS Help Desk - 1-800-688-6696, option 4 or 919-816-4355
M – F 8:00am - 4:30pm, excluding Holidays*

IPRS Question and Answer email address – iprs.qanda@ncmail.net

ADMINISTRATION NOTES (10:30 a.m. AREA PROGRAMS CONFERENCE CALL)	
Item No.	Topics
1.	Roll Call
2.	Please mute phones or refrain from excess activity to help with communications. Please state your name and which "area program" you are from when you speak. Also, please do not place IPRS Core Team call on hold because of potential distraction to call discussion.
3.	<p>Upcoming Checkwrites – (cut-off dates) January 3, 10, 17</p> <p>Travis – As you know we did have a Checkwrite last week and we don't have a Checkwrite this week or next week, and last week was the final Checkwrite for the calendar year. Are there any questions regarding last week's checkwrite?</p> <p>Q (Tom/Western Highlands): We experienced some 8599 denials that we think may have been adjudicated in error. We presented this in the past checkwrite cycle and it was identified that it was an adjudication error. So is this a result that the error was not corrected? And if not, when do you expect it to be corrected?</p> <p>A (Cheryl McQueen) Tom, to our knowledge, that has been corrected so if you could send those to Q&A we will take a look at them, and see if we can figure out what the problem is.</p> <p>Q (Tom/Western Highlands): Should I send you an ICN?</p> <p>A (Cheryl / Travis): Yes, please.</p> <p>(Travis) Any other questions on last week's Checkwrite? (No response)</p>
4.	<p style="text-align: center;">AGENDA ITEMS</p> <ul style="list-style-type: none"> IPRS Staff Availability (Travis) As you noticed I did leave the IPRS Staff Availability as we do have the holidays coming up and as you know the State is closed Monday, Tuesday and Wednesday. We are also going to have very limited staff in between those dates thru the new year, so again please address your questions to IPRS Q&A and not to individuals due to that staff availability. Crisis Fund/Single Stream Denials (Travis) – Just a couple reminders that the Crisis Fund Denials and the Single Stream Denials will be reprocessed; those are the 8508's Beta Test (NPI) (Travis) – I understand that Onslow-Carter is sending some files and if you have not done any content testing, please get this done soon. Also for format testing as well <p style="text-align: center;">IPRS Questions or Concerns</p> <p>Q (Tom/WH): Has there been any update to the standardized sliding T-scale and income verification?</p> <p>A (Travis): Not that I know of Tom.</p> <p>Q (Terry/Estpte): This is a follow-up on a question I had last week as I had a question sent to IPRS Q&A back on December 12th in regards to the H2020 whether or not it was an Endorsed service and so I would have to have that keyed, have you been able to find</p>

anything on that? Last week you had been thinking it was but needed to discuss
A (Travis): I am not finding the question.
Q (Terry): Do you want me to forward it again?
A (Travis): Please do.
Q (Victoria/Alb): I wanted to confirm that last week we said that the T3014, that we could bill that now. Is that billable under the LME's IPRS number?
A (Cheryl): Yes.
Q (Angela/Sndhls): Did you say that the 8508's denials would be reprocessed?
A (Travis): That is correct.
Q (Angela): Can you tell me which checkwrite?
A (Thelma): We don't know at this point which checkwrite that will be but we are working on the solution.
Q (Faye/Mck): It appears that it's been 4 checkwrites for us that we still get the 8508 denials, so are you going back that far?
A (Cheryl): Yes, we will reprocess any 8508 denials.
Q (Kelly/Durham): I am not getting those EOBs but my crisis claims are still denying for lack of budget, because they were emptied out; my situation as a Single Stream LME complicates the issue but will those claims be reprocessed? The crisis claims? So that they can get the Single Stream denial?
A (Cheryl): Yes, when we put in the Single Stream logic we are going to reprocess all of your budget denials and any 8508's that you have.
Q (Terry): I think you had said there was still discussion going on in regards to the Emergency Fund; is that one that is going to be closed and moved to another account? Or is that still under discussion?
A (Thelma): Send that in to IPRS Q&A and we will forward it to Spencer Clark and let him answer you on that.

Medicaid Questions or Concerns

Q (Tom/WH): What is the proper way for a provider to seek Value Options authorization for the provisionally licensed H-Code services? Are they supposed to list the LME Provider number in all three Provider number categories on the ORF?
A (Theresa/Medicaid): That is probably a question you need to send to Q&A and we can get an answer from Value Options
(Cheryl): Actually we did send that over to Chris and Angela Floyd.
(Chris): If you already sent it over then Kris Berry will have it and she is the one we send it to that works with Value Options so we should be getting back to you very quickly. As soon as we get the response from Value Options.
Q (Terry): I know in the December Bulletin it talks about the new rates for Medicaid for January 1st, 2008; do you know when those updates will be posted?
A (Theresa): We are hoping for January for those new rates.
Q (Victoria): We had a client who received authorization from Value Option for 06/01/2007 thru 07/31/2007 and had been under the Tideland name who merged with Albemarle – if we bill for the 07/01/2007 services under Albemarle number, would that be paid by Medicaid?
A (Theresa): It depends on what is the PA and is in the system from Value Options. So if the Provider number matches it should go on thru or at least process under that Provider number.
Q (Victoria): So if the individual Provider number is the same and the Referring Provider number is different, it still should pay?
A (Theresa): It should process under whichever Provider number has the authorization thru Value Options.
Q (Tom/WH): How do we know which Provider number is against the authorization?
A (Chris): When you go thru Value Options they will send you a response for either an approval or denial based on the information that you submitted to them and you are going

	<p>to have to go back to those sheets that you submitted to see which numbers were submitted with the authorization or contact Value Options but there is no way for us to be able to tell you that information</p> <p>(Tom): All they give is the Provider's name, they don't give the number.</p> <p>(Chris): Are you putting the Provider number when you request the form when you request initially?</p> <p>(Tom): That's just it; there are three Provider numbers on the Outpatient Review form. There is the provider number; there is the agent's number and a referring number. None of those are returned on the Value Options letter. You don't know which one they are associating the authorization to.</p> <p>(Theresa): Value Options is able to authorize one of those Provider numbers for the Prior Approval. That may be a Q&A question which we can ask Value Options which provider number is being used; which field is the Provider number on that request form.</p> <p>(Chris): But you can always contact our Call Center and ask them about your PA request where you got your approval numbers and they can discuss those with you if you would like. But with Value Options reviewing the form, that's going to be a question for them to see what numbers they are using from the forms; so if you want to put it thru Q&A we can also try to check with them.</p> <p>(Tom): Which one would they adjudicate the claim against for the authorization?</p> <p>(Chris): That's what we will have to check based on their form as to what they send over to us, but they are sending the Billing Provider number and I don't know where that goes on your form but we can verify that field for you, we just need to get in touch with Value Options to make sure that we are reading their form correctly. Because, they approved the request and then when that request is approved they update it in our system with all of that information, so that's nothing that is keyed on our side. If you want to send that thru Q&A we will be glad to check with Value Options to make sure that we are reading their form correctly for the information they are sending over to us.</p> <p>(Tom): The other problem I am having is that they use the WH-Medicaid number as the Provider and the Referring. Then they use their Medicaid group number in the Medicaid Agency number and they receive the Value Options letter. WH didn't get the Value Options authorization letter. There is some kind of disconnect there as the Value Options authorization letter should have been sent to Western Highlands.</p> <p>(Theresa): I think that we might need to ask Value Options to follow-up and see what happened with that request. If it was requested and sent in at a certain time then where is it now, has it processed, has it been mailed back?</p> <p>(Tom): Well some come to us and some don't, we are just trying to figure out if that stands from the information on the patient review form that was submitted and if there is some error at Value Options on who they decide to send the letter.</p> <p>(Chris): Well Tom, we can contact Value Options and see if we can get you the link for their website to discuss the instructions for the form and also contact information for questions regarding how the form should be filled out, and we will be glad to send that back in to Q&A and you for your review.</p> <p>(Tom): If that will explain how to solve this, yes.</p> <p>(Chris): Ok, because we don't enter or review those at EDS, so that is why we would go to Value Options, being that they are the folks who would do those reviews and we would get as much information as we can.</p> <p>(Tom): Ok, well you should have my questions.</p> <p>(Chris): Ok.</p> <p>(Terry Boyette): This is actually and IPRS question – Cheryl have you had a chance to work on the matrix as far as updating? (Cheryl) I sent that to you Terry.(Terry) Yes, and I sent it back telling you that it looked ok (Cheryl) No, I never got the (its) ok back. (Terry) Well, its ok.</p> <p>(Cheryl): Good, well I will post it out there then.</p> <p>(Terry) If you need me to send you and email again then I can.</p>
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	<p>Roll Call Updates</p> <p>Next Meeting January 9, 2008</p> <p><i>For assistance with IPRS claims, adjustments, R2Web, access applications, etc. Call the IPRS Help Desk - 1-800-688-6696, option 4, or 919-816-4355 M – F 8:00am - 4:30pm, excluding Holidays IPRS Question and Answer email address - iprs.qanda@ncmail.net</i></p>
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